

## 14. Services and Support for Students

### 14.1 Chinese University Student Information System (CUSIS)

CUSIS provides a “centralised” interface for students to obtain the following information and services through a personal account:

- Personal record
- Handbooks, Study Schemes
- Course selection and course add/drop
- Academic results
- Online application for programme change, course and unit exemptions, leave of absence, official documents, etc.

Teachers and staff of Graduate Divisions can also login CUSIS for information and functions for their reference and use.

### 14.2 Graduate School Platform

The GS Platform (Students) allows students to obtain the following information and services on the Graduate School website:

- Rules and regulations, guidelines
- Announcements
- Thesis supervision and submission
- Improving Postgraduate Learning (IPL), academic honesty
- Useful forms

Teachers and staff of Graduate Divisions may also login to the GS Platform (Divisions) for information and reference.

### 14.3 Student Advisory System

The University has put in place a Programme/Division-level advisory system, which focuses on academic advising, to support students’ academic development, and to overcome academic problems. Advisors, apart from giving advice on academic matters, can become resource persons and provide information on other whole-person development opportunities to students.

Under the implementation plan approved by the Senate, every student is assigned one academic advisor (Level I Advisor) by the Graduate Division. Graduate Divisions are also requested to nominate designated academic advisors (Level II Advisor) for students who need further support. Graduate Divisions/Programmes will have the flexibility to decide on the details of the appointment of Levels I and II advisors, such as whether Levels I and II advisors are to be the same person for a particular student, and the number of academic advisors for the Graduate Division, etc., so as to suit the different needs of Graduate Divisions/Programmes.

#### **14.4 University Library**

The Chinese University of Hong Kong Library is one of the major academic research libraries in East Asia. It comprises the University Library and six other Libraries – Ch'ien Mu Library at New Asia College, Elisabeth Luce Moore Library at Chung Chi College, Wu Chung Library at United College, Li Ping Medical Library at the teaching hospital in Shatin, Architecture Library, and Lee Quo Wei Law Library.

With millions of print volumes, ebooks, electronic journal subscriptions and databases, the Library welcomes more than two million visits per year. Collections reflect CUHK's bilingual and multicultural environment. The electronic collections can be accessed and library resources (*LibrarySearch*) can be searched online at [www.lib.cuhk.edu.hk](http://www.lib.cuhk.edu.hk). Books can be borrowed from any of the libraries. As part of the *Hong Kong Academic Library Link (HKALL)* students can also use books from the other seven UGC-funded university libraries in Hong Kong.

In addition to a roving help team, librarians offer specialist support in person, via email or phone. Library orientation sessions are organised for new students at the beginning of each academic year. Workshops are held throughout the year, so that students can find, use, and apply the information they need effectively. Information guides and news about all of the Libraries are available on the Library website.

#### **14.5 Language training**

Language courses for non-major students are mainly organised by the English Language Teaching Unit (ELTU) and Yale-China Chinese Language Centre (CLC). There are practical language courses, such as Postgraduate Presentation Skills and Putonghua/Cantonese for non-native speakers, or courses in special topics like Chinese Reading and Chinese Culture.

A Supervisor may include additional language courses in a student's study scheme as considered necessary or appropriate to improve the student's ability to understand the literatures in the student's field of research as well as in the presentation of his/her own ideas and research outputs. Students may also take the initiative to request the Supervisor to add language courses in their study scheme. In both scenarios, the additional workload to be imposed on the students must be considered.

Interested students please visit the websites of ELTU at [www.cuhk.edu.hk/eltu/](http://www.cuhk.edu.hk/eltu/) and CLC at [www.cuhk.edu.hk/clc/new/en/](http://www.cuhk.edu.hk/clc/new/en/).

#### **14.6 Independent Learning Centre**

The Independent Learning Centre (ILC) offers both academic and career-related support services in both English and Chinese for all CUHK postgraduates. ILC workshops provide practical training in dissertation/ disciplinary-specific journal paper writing, oral/ poster presentations, viva preparation, writing of literature/ systematic reviews and many other areas to assist our PGs in spreading their research far and wide. Further, the ILC engages students in one-to-one consultations on how to improve their written and oral work via giving them expert advice, and recommending specific learning strategies

and tools. The Centre has also developed many useful online learning resources based on the needs of our PGs.

Explore the resources and services offered by ILC at [www.ilc.cuhk.edu.hk/EN/](http://www.ilc.cuhk.edu.hk/EN/).

#### **14.7 Information Technology Services Centre**

The Information Technology Services Centre (ITSC) provides services to the University's academic, research, and administrative sectors.

MyCUHK, the one-stop University portal, offers personalised access to CUSIS, University administrative systems, cloud email service, library services, a wide range of online services, and campus information. The User Areas (1/F, Pi Ch'iu Building) and the Learning Commons (6/F, Wu Ho Man Yuen Building) are both equipped with computers, audio visual facilities, and multi-functional printers to provide printing, scanning, and photocopying services. They also have functional spaces to facilitate students' individual studies and group works.

For further Information, please visit the ITSC website at [www.itsc.cuhk.edu.hk](http://www.itsc.cuhk.edu.hk).

#### **14.8 Student services and student activities**

CUHK is dedicated to providing a holistic and balanced education for our students. We facilitate all-round personal development and growth, offering quality services and activities. We collaborate with other university units and external resources to support our students' journey towards success.

The Office of Student Affairs (OSA) provides a variety of activities and services. These include supporting student activities and student bodies, services for non-local students, mental-wellness promotion as well as career planning and development. For details of the services, please visit the OSA website at [www.osa.cuhk.edu.hk/](http://www.osa.cuhk.edu.hk/).

#### **14.9 Student hostels**

- (a) On-campus housing - Full-time RPg students are eligible to apply for hostel residence. Please visit the website at [www.pgh.cuhk.edu.hk/](http://www.pgh.cuhk.edu.hk/) for details. However, continuing students are not eligible and may consider off-campus housing.
- (b) Off-campus housing - The information is available on the off-campus housing information website (<http://lces.osa.cuhk.edu.hk/non-local-services/housing/off-campus/introduction/>), which is managed by OSA. Students will find useful information such as accommodation for rental in relevant districts, points to note in signing tenancy agreements, FAQ, and useful links on the website. There is also an online forum for students to share housing information and look for flat-mates.

#### **14.10 Student association**

RPg students are eligible to join the Postgraduate Student Association of The Chinese University of Hong Kong (CUPSA), which engages in the following activities:

- (a) Offering support to postgraduates on academic administrative matters.
- (b) Organising, co-organising and promoting events and recreational activities for postgraduate students.
- (c) Providing new postgraduates with useful information to help them adapt to University life and offering support to alumni.
- (d) Representing CUHK postgraduates at conferences and social events.

Please visit the CUPSA Facebook page at <https://www.facebook.com/cuhk.cupsa/> for more information and the latest activities.

#### **14.11 University Medical Service Office**

The University Medical Service Office (UMSO) provides high-quality primary healthcare services to the University community.

Appointments can be made via the Internet and Phone Booking System or in person. Medical services are generally free of charge, while the Dental Unit charges a nominal fee. Please visit the UMSO website at <https://www.umso.cuhk.edu.hk/> for more information.

In case of emergency, members of the University should seek prompt treatment at the Accident and Emergency Department of the Prince of Wales Hospital in Shatin or at any Hospital Authority hospital. To call an ambulance, please dial 999.

#### **14.12 Other cultural/recreational/sports facilities and services**

There are other sports facilities, cultural and recreational facilities, and services for students:

(a) Physical education and sports facilities

In order to promote students' health and fitness, the University provides a variety of sports facilities and courses for students and staff members, details of which are available at [www.peu.cuhk.edu.hk/en-gb/](http://www.peu.cuhk.edu.hk/en-gb/).

(b) Sir Run Run Shaw Hall

The Sir Run Run Shaw Hall is the biggest and professionally-equipped theatre in the University suitable for holding ceremonies, assemblies, meetings, lectures, and examinations, and for staging concerts, drama and dance performances, film shows, and exhibitions. Temporary studio setting is possible on request. Booking for cultural activities is welcomed. For further information, please visit the Hall's website at [www.srrsh.cuhk.edu.hk/en](http://www.srrsh.cuhk.edu.hk/en).

(c) The Office of the Arts Administrator

The Office of the Arts Administrator is responsible for presenting and organising arts programmes, promoting and coordinating campus-wide arts activities, and providing educational opportunities in the arts for students' holistic development. For more information of the Office, please visit their website at [www.srrsh.cuhk.edu.hk/en](http://www.srrsh.cuhk.edu.hk/en).

(d) Parking

Students may obtain parking labels from the Security Office. Please refer to the University Traffic and Parking Regulations in the *Postgraduate Student Handbook* or visit the Security Office website at [www.scu.cuhk.edu.hk/index.php/en/](http://www.scu.cuhk.edu.hk/index.php/en/) for more information.

(e) MTR Student Travel Scheme

Full-time students may apply for the scheme and enjoy the MTR ticket discount. For details, please refer to the Office of Admissions and Financial Aid website at <http://admission.cuhk.edu.hk/aid/application.html>.

#### **14.13 Safety and environmental issues**

High standards of occupational safety and health are integral management objectives of the University on a par with excellence in teaching and research. CUHK is devoted to cultivating a positive safety culture through the concerted efforts of all Departments/Units.

To achieve this mission, the University Safety Office (USO) carries both the advisory and regulatory roles to help departments/units in their efforts to comply with applicable ordinances and regulations as well as to conform to the University's policies and best local and international practices. To nourish a positive safety culture in the University and to enhance knowledge on occupational safety and health of individuals, USO provides relevant information, guidelines and awareness training regularly in conjunction with Safety Committees and Safety Coordinators. The Office's website is <https://useo.cuhk.edu.hk/>.

CUHK is a socially responsible institution of higher education committed to sustainable development. We value university social responsibility (USR) and articulate our USR priorities and connect them to sustainable development in the Strategic Plan. We are determined to translate USR into action to make a difference. The Social Responsibility and Sustainable Development Office (SRSDO) is charged to advise senior management on key areas of USR and to strategize actions to create social impact and accomplish CUHK's USR goals outlined in the Strategic Plan. For more details, please visit the office website at <https://www.srsdo.cuhk.edu.hk/en-gb/>.